

RAHAL – Staff Travel System

Former Employees

User Guide V2.1

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1. INTRODUCTION

This user guide is to illustrate how to access RAHAL application for Former Employees Staffs.

2. GUIDELINES

Former Employees can access RAHAL, by using the URL <https://stafftravel.qatarairways.com.qa> and follow below steps.

Note: If you are an active staff, please use the URL <https://rahal.qatarairways.com.qa> to access RAHAL application.

2.1 HOW TO LOGIN

- While accessing the system for the first time as a Former Employees, enter your staff number and your last active password.
- Click on “Log in”

RAHAL
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QATAR
AIRWAYS
الخطوط القطرية

Staff Travel System for Former Employees

Enter Staff Number

Enter Password

Log In

[Forgot Password?](#) [User Guide](#)

Active Staff Access

- If you are an Active Staff please access <https://rahal.qatarairways.com.qa> for staff travel.

For Technical Issues

- Please contact Qatar Airways IT Service Desk
- Call: +974 - 4423 5000 (24/7 basis)
- E-Mail: itd@qatarairways.com.qa (Response requires 38-48 Hrs time)

For follow-up on a reported issue

- Ensure you have the IT Service Desk reference number available with you to quote
- Call: +974 - 4423 5000 (24/7 basis)
- Email: itd@qatarairways.com.qa quoting the IT Service Desk reference number

Data Privacy Access Request

- To raise your Data Privacy access request, please click [here](#).

2.2 ONE TIME PASSWORD (OTP) AUTHENTICATION

If you are a first time user or if you did not update your Email Id/Mobile number, then go to step [2.3](#) directly.

- Choose the option to receive OTP to the mobile number or an Email
- Click “Send OTP” button.
- “OTP Sent Successfully” message will be displayed.
- Wait until the OTP is received.
- On receiving, enter the OTP and click on “Continue” to go to next step.

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ONE TIME PASSWORD (OTP) AUTHENTICATION

Please select one of the option below to send the One Time Password (OTP) to proceed

Send OTP as SMS to Mobile (****xxxx)

Send OTP to Email (****qatarairways.com.qa)

Send OTP

Enter One Time Password (OTP)

Continue

Active Staff Access

- If you are an Active Staff please access <https://rahal.qatarairways.com.qa> for staff travel.

For Technical Issues

- Please contact Qatar Airways IT Service Desk
- Call: +974 - 4423 5000 (24/7 basis)
- E-Mail: itsd@qatarairways.com.qa (Response requires 36-48 Hrs time)

For follow-up on a reported issue

- Ensure you have the IT Service Desk reference number available with you to quote
- Call: +974 - 4423 5000 (24/7 basis)
- Email: itsd@qatarairways.com.qa quoting the IT Service Desk reference number

Data Privacy Access Request

- To raise your Data Privacy access request, please click [here](#).

2.3 ONE TIME PASSWORD (OTP) AUTHENTICATION – FIRST TIME USER

- First time user has the option to “Skip” option to skip the OTP process. You are advised to update the mobile number and email address immediately to receive OTP when you login next time.
- To update your Email Id/Mobile Number, follow the instruction provided in step 2.6 after completing the login process.

The screenshot shows the RAHAL interface with the following content:

- RAHAL** Fly. Explore. logo on the top left.
- QATAR** AIRWAYS القطرية logo on the top right.
- ONE TIME PASSWORD (OTP) AUTHENTICATION** header.
- Text: "First time user can click **Skip** to proceed. Please update your mobile number and email address immediately after login to receive One Time Password for your future access to the system."
- Active Staff Access** section:
 - If you are an Active Staff please access <https://rahal.qatarairways.com.qa> for staff travel.
- For Technical Issues** section:
 - Please contact Qatar Airways IT Service Desk
 - Call: +974 - 4423 5000 (24/7 basis)
 - E-Mail: itsd@qatarairways.com.qa (Response requires 36-48 Hrs time)

Click on “Skip” to proceed. Read the instruction provided in Confirmation message box and click on “Yes” to go to next step.

The screenshot shows the RAHAL interface with a confirmation dialog box overlaid on top of the OTP authentication page. The dialog box contains the following information:

- Confirmation** dialog box with a close button (X).
- Question mark icon.
- Text: "The SKIP option is available temporarily. Please update your mobile number and email address immediately through the My Profile menu. One time password will be sent to your mobile or email address on your next login to RAHAL - the new staff travel system."
- Buttons: **Yes** and **No**.
- Background text (partially obscured): "First time user can click **Skip** to proceed. Please update..."
- Background text (partially obscured): "E-Mail: itsd@qatarairways.com.qa (response requires 36-48 Hrs time)"

2.4 SECURITY DETAIL SUBMISSION FORM – FIRST TIME USER

First time users, on skipping the OTP, will be prompted to enter Date of Birth, Passport Number along with Captcha Code as an additional security check.

On providing valid details, for the first time users system will take you to next step to set the password, for others system will take you to RAHAL home page.

The screenshot shows a web interface for the 'Security Details Submission Form'. At the top left is the RAHAL logo and at the top right is the QATAR AIRWAYS logo. The form itself is centered and contains the following elements:

- Title:** Security Details Submission Form
- Instruction:** Please enter your Date of Birth and the Passport Number as per the Qatar Airways HR system records to proceed further.
- Input Fields:**
 - Enter Date of Birth (with a calendar icon)
 - Enter Passport Number
 - Enter below Captcha Code
- Captcha:** A visual captcha showing the number '31871' with a refresh button.
- Buttons:** Submit and Clear.

At the bottom of the page, there is a footer with the following text:

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- Logged on Tue, 23 Jun 20, 12:42

2.5 CHANGE PASSWORD – FIRST TIME USER

First time users, on providing correct details on previous step will be forced to change the password as below.

The screenshot shows the RAHAL 'Change Password' interface. At the top left is the RAHAL logo and at the top right is the QATAR AIRWAYS logo. The main content area is titled 'Change Password' and contains the following elements:

- Staff Number: xxxxx
- Input field: Enter New Password
- Input field: Confirm New Password
- Submit button
- Clear button

Below the form is a 'Password Policy' section with the following requirements:

- Password should be at least eight characters long
- Password should contain both upper and lower case alphabets
- Password should contain digits and special characters

After typing new password, when you click on “Submit”, system will display below message.

Click on “Ok” to re-login with newly set password.

This screenshot shows the same 'Change Password' form as above, but with a success message overlay. The message box is titled 'Information' and contains the text: 'Password changed successfully. You will be redirected to the login page. Please re-login again using the new password.' There is an 'Ok' button at the bottom right of the message box. The 'Submit' and 'Clear' buttons from the form are visible in the background behind the message box.

2.6 PROFILE UPDATE

To access My Profile screen, select “More Menu → My Profile” menu. Staff can update the following details through the “My Profile” menu

- First time users can enter valid Email Id and Mobile number in correct format.
- Passport details for “Self”.
- Passport details for “Immediate Family” members.
- Change Password option available in the “My Profile” page for user to change the password.

In future to update any one of below, OTP will required for verification.

- Mobile number (OTP will be sent to Email Address for verification).
- Email Address (OTP will be sent to Mobile number for verification).

[Home](#) | [Make Booking](#) | [Flight Status](#) | [My Bookings](#) | [Plan Trip](#) | [My Entitlements](#) | [More Menu](#)

XXXXX XXXXX XXXI...
 SN- XXXXX Logout

Self and Beneficiaries

Self

+ Immediate Family (5)

+ Extended Family (11)

Personal Details

- You can update your Passport Details.
- You can change your Mobile Number or EMAIL address one at a time. This requires One Time Password (OTP) verification.

Staff No.	XXXXX	HRMS Status	Active
Name	XXXXX XXXXXX XXXXX	Employment Status	Retiree
Grade	XX.XX	Category	XXXXX
Gender	XXXX	Home Based Sector	XXXXX
Designation	XXXXX XXXXX	Phone No. (Off)	+XXX-XXXX
DOJ	XX-XXX-XXXX	Phone No. (Res)	
Email ID*	<input type="text"/>	Phone No. (Mob)*	<input type="text"/>
Department	XXXXX XXXXX	(For ex: 974 - 4555555)	
Cost Center	XXXX	Nationality	XXXXX
LOC Code	XXXX	Marital Status	XXXXX
Company	QR	Qatar ID No.	
Work Location	XXXXX XXXXX XXXXX	Qatar ID Expiry Date	
Country of Work	Qatar		

Passport Details

Name as per Passport	XXXXX XXXXXX XXXXX	Country of Issue*	<input type="text" value="XXXXX"/>
Passport Number*	<input type="text" value="XXXXX X"/>	Date of Birth	
Passport Expiry Date*	<input type="text" value="XX-XXX-XXXX"/>	Passport Nationality*	<input type="text" value="XXXXX"/>

(*)Marked fields are mandatory

Change Password

Update

Cancel

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